


IV. TECHNOLOGY MANUAL

Sections:

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3. Logistics of Tablet Use in the Field
4. Protocol for when encountering tablet trouble/issues/problems in the field
5. Anticipated Questions from Respondents about the Tablet
6. Quality Control

Section Number	Details
1	EQUIPMENT
1.1	<p>What equipment will I be provided with?</p> <ul style="list-style-type: none"> ❖ Enumerators will be provided with the following equipment: <ol style="list-style-type: none"> 1. 1 Backpack 2. 1 Samsung Tablet 3. 1 USB Cable 4. 1 Tablet Case 5. 1 Samsung charging head/connector 6. 1 pair of headphones. 7. External Battery (1 per 2 enumerators), including 1 charger and 1 USB Cable 8. Surge Protector (1 per team) ❖ Supervisors of group treatment teams will have: <ol style="list-style-type: none"> 1. 1 Projector 2. 1 Projection Screen 3. 1 set of speakers 4. 2 tape recorders (and batteries) 5. 1 External Battery
2	TABLET USE
2.1	Tablet Use Instructions
2.1.1	<p>How do I start the tablet?</p> <ul style="list-style-type: none"> ❖ Follow the instructions below to start the tablet: <ol style="list-style-type: none"> 1. Find the power button that is located on the top right side corner of the tablet. 2. Press and hold the power button until the Galaxy Tab 2 (7.0) or Tab 3 logo appears. It should not take more than a few seconds. 3. Release the power button and wait until the tablet screen is sky blue with a picture of a wild white flower.
2.1.2	<p>How do I shutdown the tablet?</p> <ul style="list-style-type: none"> ❖ Follow the steps below to shutdown the tablet: <ol style="list-style-type: none"> 1. Press and hold the power button. 2. Select Power off with your finger. 3. Press Ok.
2.1.3	<p>How do I turn the tablet ON?</p> <ul style="list-style-type: none"> ❖ To turn the tablet ON, follow these steps: <ol style="list-style-type: none"> 1. Press the power button lightly for 2 seconds. 2. Swipe your fingers horizontally (from left to the right or right to the left) on the screen.

2.1.4	<p>What should I do when the tablet is not in use?</p> <ul style="list-style-type: none"> ❖ To put the tablet in a power-saving mode, follow these steps: <ol style="list-style-type: none"> 1. Press the power button once. 2. The screen will go off.
2.1.5	<p>What should I do if the tablet does not function or freezes? How do I troubleshoot to regain its functionality?</p> <ul style="list-style-type: none"> ❖ First, you should wait for a couple of minutes to see if the tablet begins to work again. ❖ If the problem persists, press and hold the Power/Lock Key for 10-15 seconds to force shut down of the tablet. Once it is shut down, press the Power/Lock Key again for few seconds until the tablet restarts. <p><u>Warning: This procedure (troubleshooting) will shut down the tablet. In case a tablet needs to be restarted in the middle of the survey, the enumerator will have to restart the survey from the very beginning.</u></p>
2.1.6	<p>How do I charge the tablet?</p> <ul style="list-style-type: none"> ❖ Follow the steps below to charge the tablet: <ol style="list-style-type: none"> 1. Find a functioning outlet with electricity. 2. Plug the surge protector cord into the power outlet /AC power. 3. Connect the USB cable to the charging head/connector. 4. Insert the other end of the USB cable (wider part) into the tablet's power port. 5. Plug the charging head/connector into the surge protector. 6. Turn on the power for surge protector. Please do not charge the tablet without the surge protector, as there could be a power surge that permanently damages the device. 7. When the battery is fully charged carefully remove the tablet from the charger. (Note: Make sure that you check the tablet periodically to confirm whether the tablet is fully charged. If the tablet is fully charged, a battery image on the screen will indicate 'charged' like in the image below). 

2.1.7

How do I charge the tablet using an external battery pack?

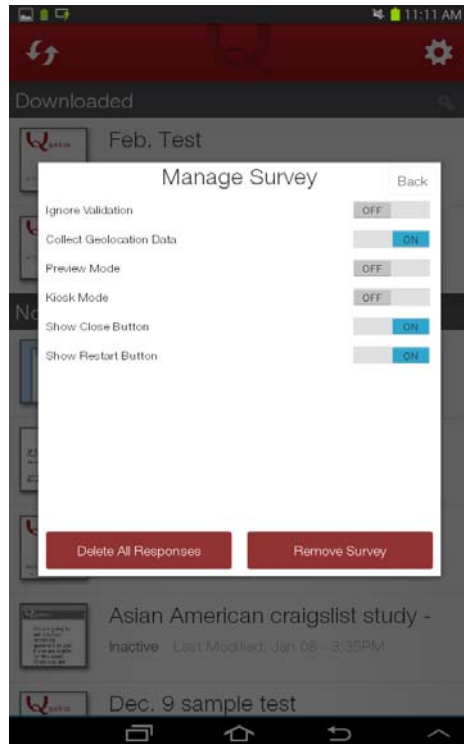
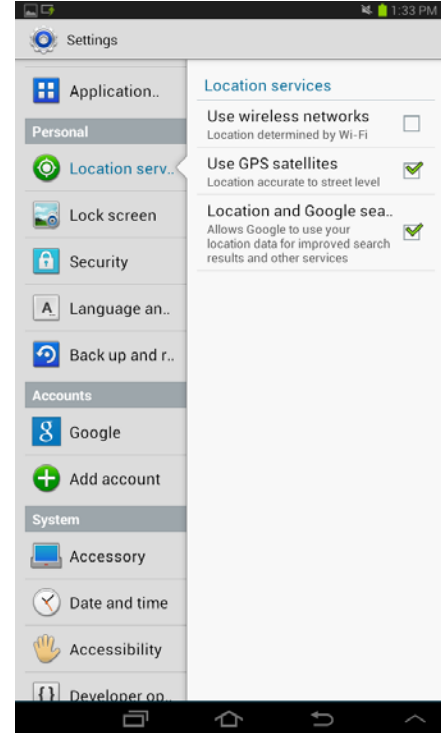
- ❖ There will be 1 external battery pack for 2 enumerators. Follow the steps below to charge the tablet using an external battery pack:
 1. Make sure the external battery pack is fully charged in advance. You can charge the external battery by plugging the battery adaptor into the AC power and connecting it to the “INPUT” port of the battery pack.
 2. Connect the tablet USB cable to the fully charged external battery port’s “OUT 1”.
 3. Charge the tablet for 2-3 hours and unplug. [In case of emergency, i.e. if the tablet is running out of battery for some unexpected reason in the middle of the survey you can use the external battery for charging the tablet].


2.1.8


How do I obtain the GIS coordinates?


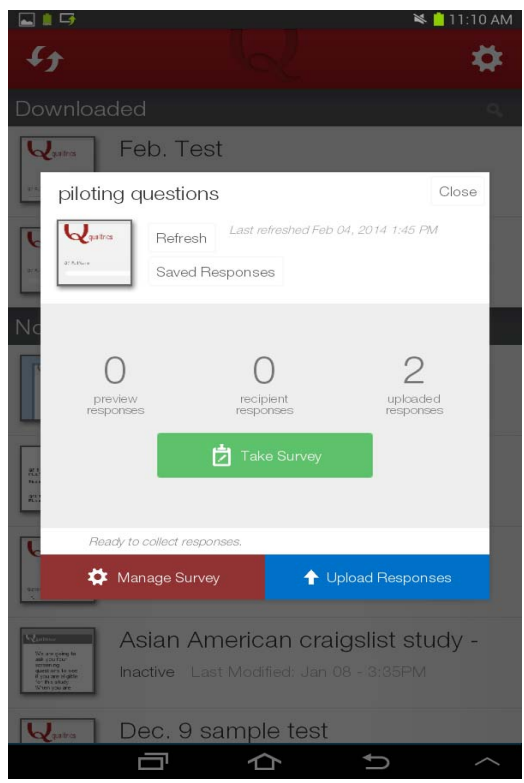
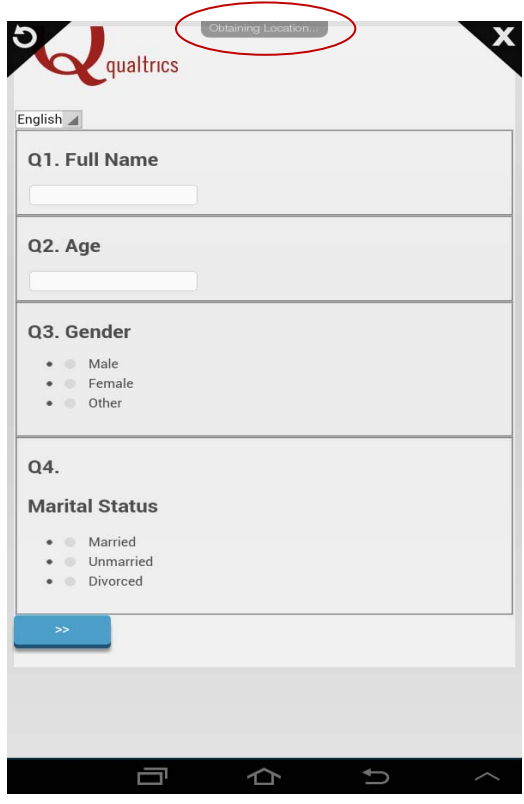
❖ As detailed in part ‘Qualtrics Use Instruction’ of the manual, we require that each enumerator note the GIS coordinates of the location where they are. This process allows us to ensure that the data is being collected according to protocol. Please ensure that your device is GPS enabled. The tablet should have the GPS settings on when you receive it, but if you get feedback that we are having issues with getting GIS coordinates from your survey, please follow these steps.

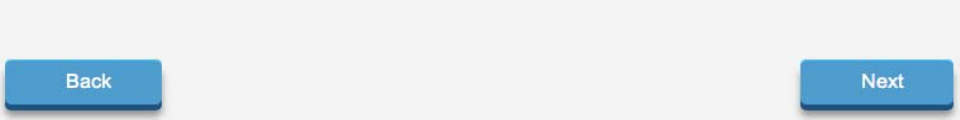
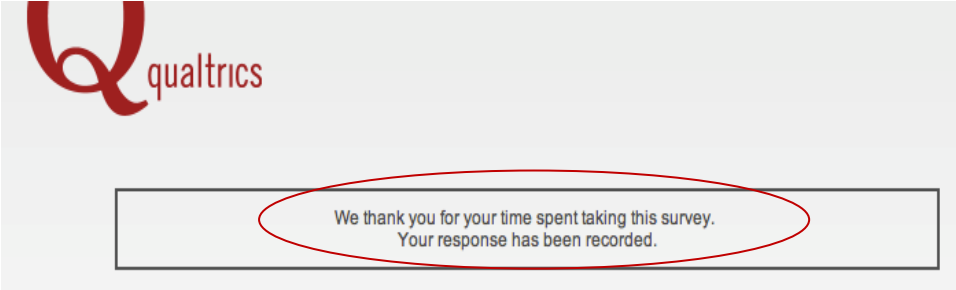
1. Go to Settings
2. Go to Personal
3. Go to Location Services
4. Check the box that says “Use GPS Satellites” with your fingers. It should look like in the image to the right.
5. Return to the table home screen by

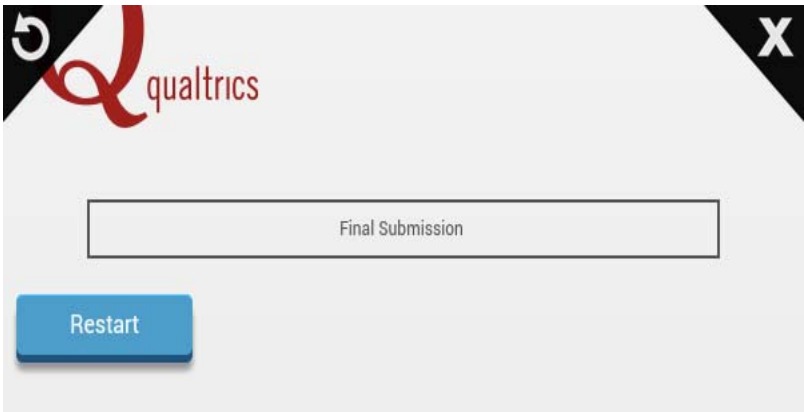
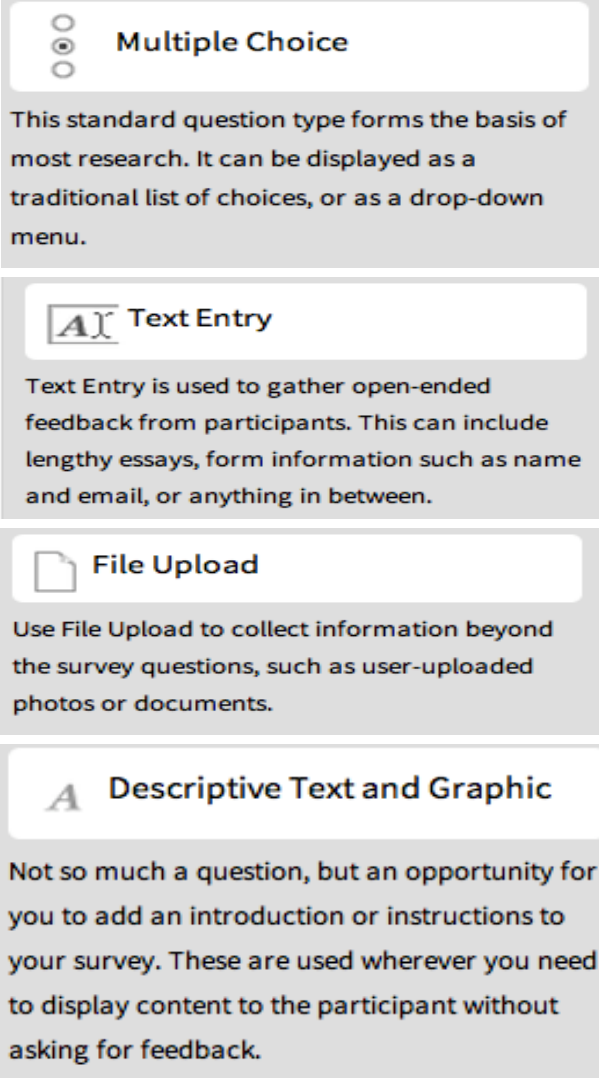


pressing the ‘home button’ (the arrow  at the bottom of the screen on the image above).

6. Return to the Qualtrics App to resume the survey.
7. Ensure that the GPS settings are on in the Qualtrics App in the following manner:
 - i. Click on “Manage Survey”.
 - ii. Press ON for
 - “Collect Geo-location Data”.
 - “Show Close Button”
 - “Show Return Button”
 - iii. Press return button (the bent arrow  at the bottom) to get back to the main Qualtrics page.

2.2	Qualtrics Survey Use Instructions
2.2.1	<p>How do I access the survey on Qualtrics?</p> <ul style="list-style-type: none"> ❖ To access the survey: <ol style="list-style-type: none"> 1. Open the Qualtrics app by gently tapping the App icon once.  <ol style="list-style-type: none"> 2. Click on the active survey named HTV_Nepal_Phase1. 3. Click on Take Survey  <ol style="list-style-type: none"> 4. The moment you click on 'take survey' a message that says 'Obtaining Location' appears on top of the screen. 

2.2.2	<p>Why does that little message “Obtaining Location” appears on the screen?</p> <ul style="list-style-type: none">❖ The message appears because Qualtrics’ geo-location feature coordinates with the tablet GPS to record the location, and this feature records where exactly the survey is being taken into qualtrics website. You do not have to wait for the message to go away; the Qualtrics app will keep on trying to record the location coordinates while you are conducting the survey.
2.2.3	<p>How do I administer the survey?</p> <ul style="list-style-type: none">❖ Follow the steps below to take the survey:<ol style="list-style-type: none">1. Click on Take survey.2. Choose the language by clicking on the drop down menu located on top right corner of the tablet and select Nepali.3. Start filling out the survey.4. Once all the survey questions are done you will be asked questions on enumerator impressions. After you enter your final comments, you will click “Next” at the bottom right hand corner, for the final submission. <div data-bbox="488 716 1442 835" style="text-align: center;"><p>A screenshot of a survey navigation bar. It features two blue buttons: 'Back' on the left and 'Next' on the right, both with white text.</p></div> <ol style="list-style-type: none">5. After that a thank you page will appear. <div data-bbox="513 968 1463 1255" style="text-align: center;"><p>A screenshot of a Qualtrics thank you message. The Qualtrics logo is at the top left. Below it, a white box with a black border contains the text: 'We thank you for your time spent taking this survey. Your response has been recorded.' The text is circled in red.</p></div>

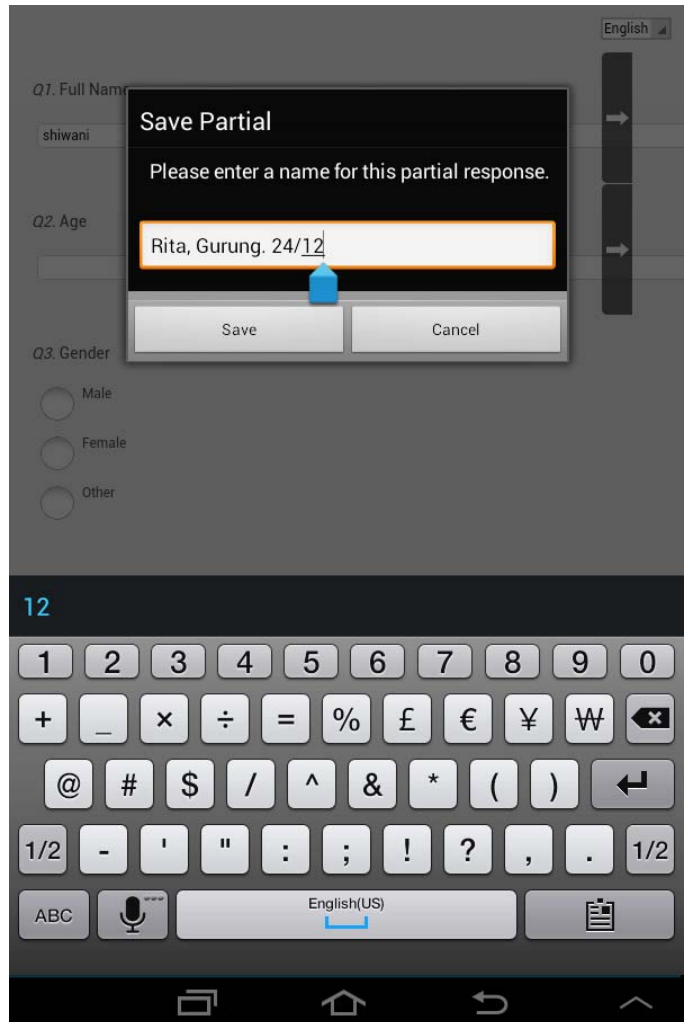
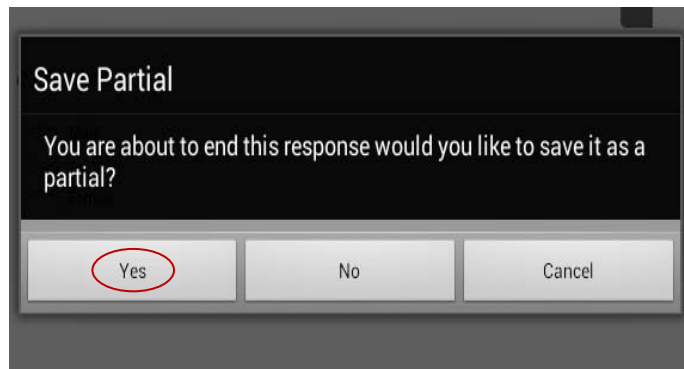
<p>2.2.4</p>	<p>How do I start a new survey?</p> <ul style="list-style-type: none"> ❖ Click on restart button that appears on the screen below the thank you message after final submission. Or simply close the page by pressing X, and then follow the instructions from the section above (2.2.3). 
<p>2.2.5</p>	<p>What are the questions' formats for filling out the survey?</p> <ul style="list-style-type: none"> ❖ There are various question formats to familiarize you with. The questions may be: <ol style="list-style-type: none"> 1. Multiple choice 2. Text Entry 3. File Upload 4. Descriptive Text 

2.2.6	<p>Can I skip a Question?</p> <ul style="list-style-type: none"> ❖ No. You cannot skip a question, as every question should be completed. You will be required to answer each and every question. ❖ You will always fully read the entire question and each of the answer choices, unless otherwise indicated. ❖ If the respondent says, “don’t know,” ask the question again starting with “<i>If you had to say, how you would answer this question.</i>” If they still say, “don’t know,” then select the “don’t know” option and move on. If the respondent refuses to answer the question, say “<i>is there anything you’re willing to share?</i>” If they still refuse to answer, select “refuse to answer” and move on. If the question is irrelevant (e.g., asking a question about their daughter when they don’t have a daughter), then select “not applicable” and move on.
2.2.7	<p>Can I change responses?</p> <ul style="list-style-type: none"> ❖ Yes. You can change a response if you made a mistake or the respondent changes his/her answer. But you need to make all these corrections before completing the survey or before you finish the entire interview and upload it. ❖ To undo the selection of any wrong response in the tablet, tap the response box one more time. ❖ You can change the wrong response by clicking on the new answer with your finger. If you need to go back to a previous page to correct the response, you can use the back button ↶. ❖ The back button ↶ is at the bottom of the tablet screen. It will start appearing after moving from the first page to the second page. Then it will remain on the screen throughout the entire survey. ❖ If the back button is disabled on some pages for technical reasons, and you are unable to go back, and a question response needs correction, please note down the question number(s) and corrections on the ‘correction sheet’ [refer to annex (h)] provided to you and share with your supervisors who will be able to input the correction later.
2.2.8	<p>How do I keep track of how far along I am?</p> <ul style="list-style-type: none"> ❖ Question numbers will indicate how far along you are in the survey. In addition, the last question where you are asked to insert your name indicates that you are about to finish the survey.
2.2.9	<p>Can I pause and return at a later time to complete the survey?</p> <ul style="list-style-type: none"> ❖ Yes. But the survey should, if possible, be taken in one sitting in the case of the individual treatment. For the group treatment, in which enumerators will collect data before the group event, the survey will be taken in two sittings. The process will be explained in the group treatment section ❖ In case of Emergency (i.e. riot, fire) you can pause the survey and continue later or the next day. If such things arise, provide the reasons for pausing in the open ended question in Qualtrics – there will be space for enumerator comments at the end of the survey. ❖ You may encounter exceptional cases in which, for example, the respondent has to go run a brief errand: you can wait for them and let the tablet sit idle until the respondent comes back. When you let Qualtrics sit idle, the screen goes black, and you can touch it and swipe horizontally with your fingers to wake up the device. ❖ See section 2.2.10 on what to do to pause the survey.

2.2.10

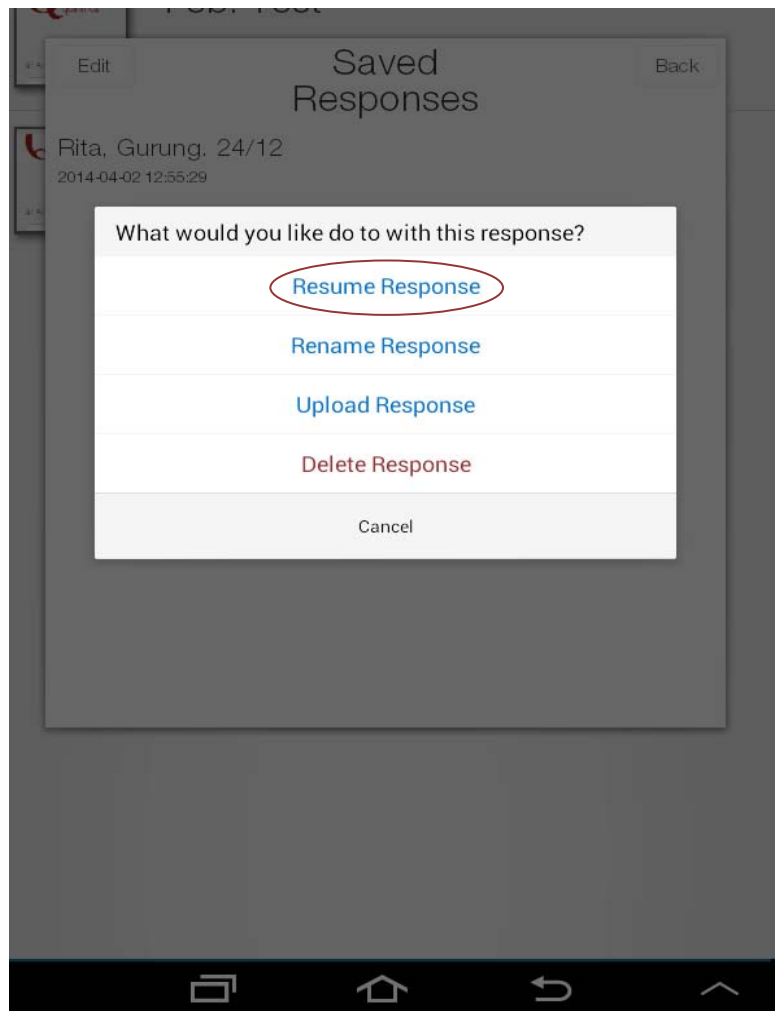
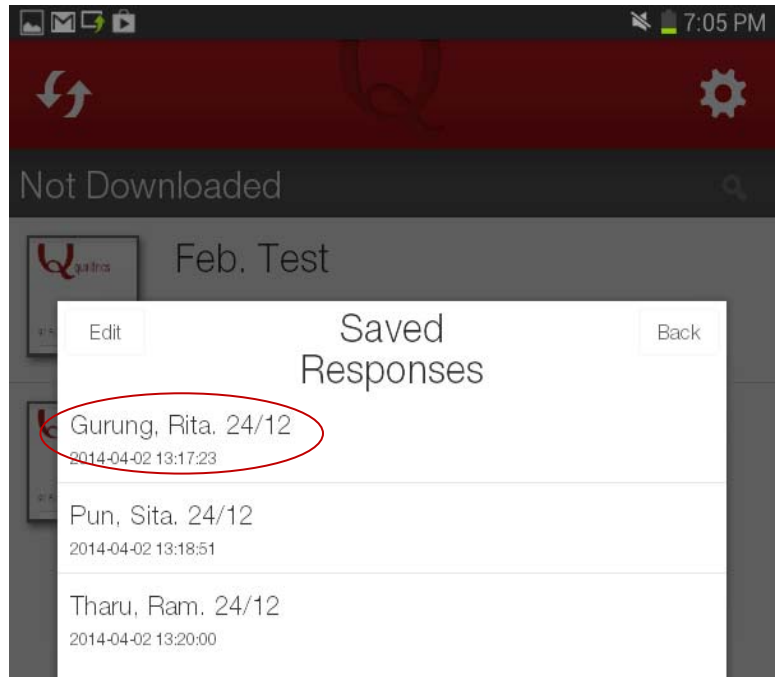
What if I must halt the survey for some time and return at a later time to complete it?

- ❖ You can save the survey and return to it later to complete it. Follow the steps below to save and return to the saved survey. You will need to be doing this for all group treatment surveys.
- ❖ **To save the survey to return to it later:**
 1. Close the survey by pressing X (close button) on the top right corner of the screen.
 2. A message will appear asking whether you want to save the survey as a partial response like in the following image on the right.
 3. Press Yes. See the red circle in the image above.
 4. Write down the name of the person and date as a file name of the survey in the following format: “LastName, First Name. DD.MM (for example, Gurung, Rita. 24/12)”. Make sure the name is spelled correctly and the date is correct. See the image below:
 5. Click Save.

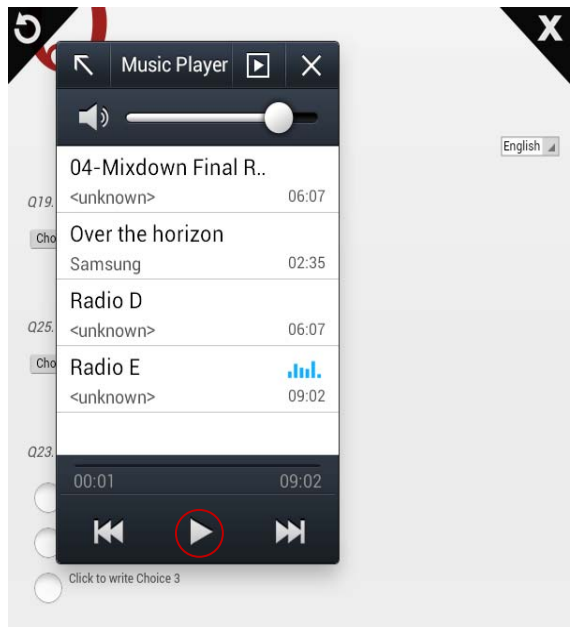
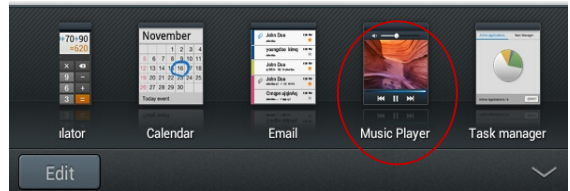
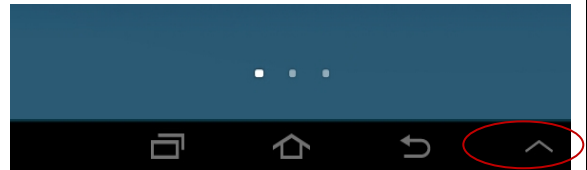


❖ **To return/find the saved survey:**

1. Open Qualtrics app.
2. Click on saved survey. For example: our saved filename 'Gurung Rita 24/12'
3. Click on Resume Response.
4. The survey page will start from where you left off.
5. Fill out the rest of the questions and submit.



2.2.11	<p>What do I do to switch apps to play the audio-visual or radio during the survey?</p> <ul style="list-style-type: none"> ❖ Play the Audio-Visual Treatment: You will have to save the survey and return to it after finishing playing the audio-visual. Follow the instructions above (section 2.2.10) for saving and returning to the saved survey, and refer to the section 2.2.12 below for the instructions on switching the apps. ❖ Play the Radio Treatment: You don't need to save the survey for playing the radio dramas. Leave the survey page open and follow the instruction on section 2.2.13 for playing radio.
2.2.12	<p>How do I play the Audio-Visual (AV) Treatment?</p> <ul style="list-style-type: none"> ❖ Follow the steps below: <ol style="list-style-type: none"> 1. Save the survey. 2. Click Apps. 3. Click Video Player. 4. Choose an AV folder (Danger or Empowerment) by clicking on it. 5. Click on the file either "Audio-Visual D" or "Audio-Visual E" depending on whether you are assigned to play Danger (D) or Empowerment (E) on the survey instrument. Once the AV is finished, press the home button to return to the home screen.
2.2.13	<p>How do I play the Radio Treatment?</p> <ul style="list-style-type: none"> ❖ Follow the steps below: <ol style="list-style-type: none"> 1. Click the upward arrow marked on the picture 2. Click Music Player. 3. Choose a file either "RadioD" or "RadioE" depending on whether you are assigned to play Danger (D) or Empowerment (E) by the tablet. 4. Press play. 5. Once the Radio is finished playing close Music Player by pressing X on the top right corner of the player to get back to the survey and continue.

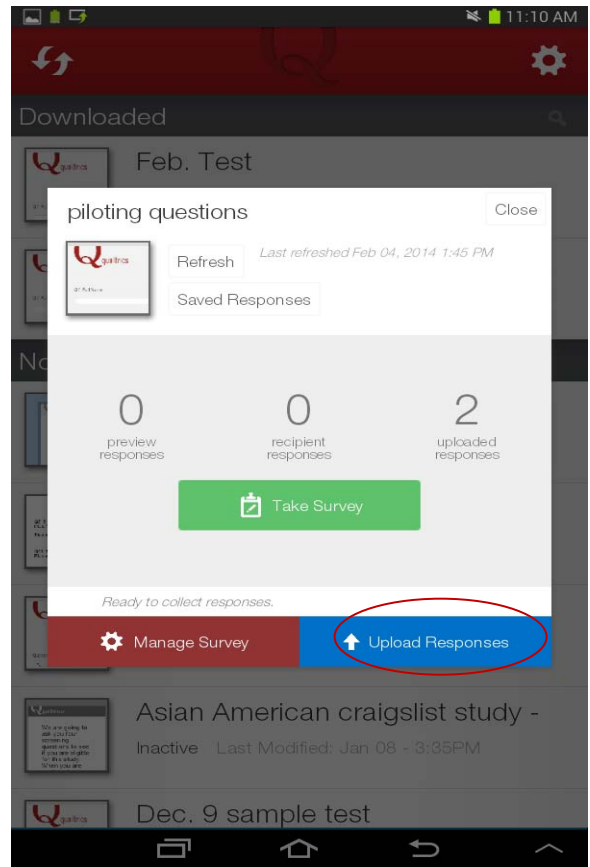


2.2.14	<p>Is there a time limitation between questions? How long do I have between questions until it is considered ‘inactive’? Will there be a message alert regarding this?</p> <ul style="list-style-type: none"> ❖ No, there is no time limitation between questions. But the starting and ending time for the entire survey will be recorded in qualtrics server, which means there will be a record of how long you took to finish the survey.
2.2.15	<p>How and when do I collect an image of the respondent?</p> <ul style="list-style-type: none"> ❖ You will ask the respondent for permission to take their picture toward the end of the survey. There will be a question that tells you to take a picture of the respondent. ❖ When you get to that question, you will take a picture of the respondent and upload it. Following are the steps for taking and uploading a picture: <ol style="list-style-type: none"> 1. Click on Choose file. 2. Click on Camera. 3. Take a picture by clicking on the camera at the bottom of the tablet screen. Make sure the face is clearly captured. 4. Click on save. 5. Once the picture is saved it will then appear below the survey question. See the sample image on right. <div data-bbox="630 556 1446 863" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> </div> <div data-bbox="630 905 1446 1434" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> </div>
2.2.16	<p>When do I upload the surveys?</p> <ul style="list-style-type: none"> ❖ The surveys should be uploaded to the server once the survey has been completed. If there is no internet connection, New Era must ensure that no more than 15 interviews or 3 days of data collection in a device can go without uploading the interviews collected in the device to the server. Please work with your supervisor accordingly.

2.2.17

How do I upload the surveys?

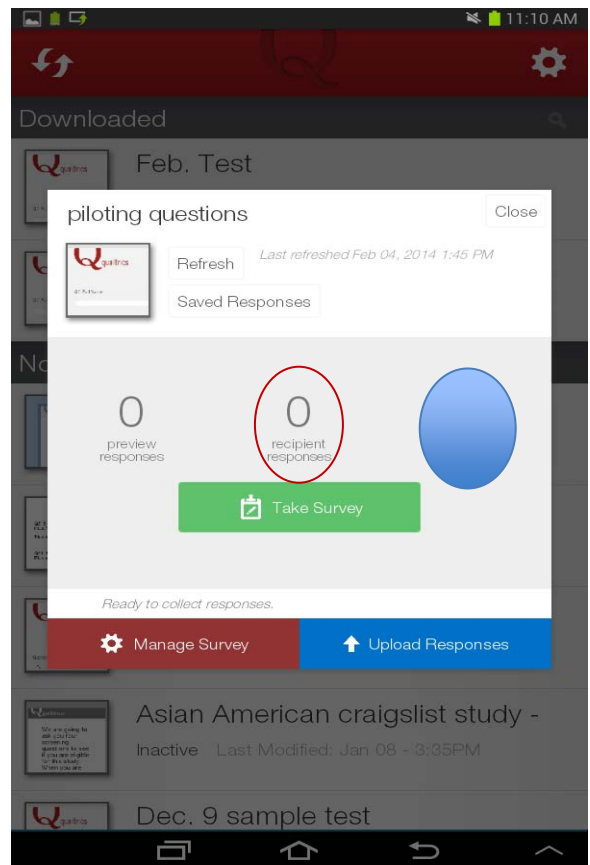
- ❖ Follow the steps below for uploading the responses:
 1. Click Setting.
 2. Wi-Fi.
 3. Choose a Wi-Fi network.
 4. Open Qualtrics app.
 5. Click Upload Responses (circled on right).



2.2.18

How do I confirm whether the responses have been uploaded to the server?

- ❖ Once all the responses are uploaded in the server the “recipient responses” will show 0 (see red circle) and the “uploaded responses” (see blue circle) should have the total number of surveys uploaded.



3	LOGISTICS FOR TABLET & EXTERNAL BATTERY USE IN FIELD
3.1	<p>Who will distribute and collect the equipment?</p> <ul style="list-style-type: none"> ❖ Equipment will be distributed to enumerators at the beginning of data collection and collected after the research by New Era. ❖ Each device will have a unique ID. ❖ Human Trafficking Vulnerability team will note down the name of the enumerator, their contact number, and items checked out.
3.2	<p>Who is responsible for charging the tablet and external battery?</p> <ul style="list-style-type: none"> ❖ You are responsible for charging the tablet and external battery every day. It is your responsibility to charge the tablets every evening and ensure that the tablet is fully charged well before leaving for the field each day. ❖ New Era supervisors will be there to supervise and support as necessary. ❖ You will be expected to return your equipment to the Human Trafficking Vulnerability team at the end of the study in good condition.
3.3	<p>When and where do I charge the tablet and external battery?</p> <ul style="list-style-type: none"> ❖ You and your team will charge the tablets at the end of the day at the place you spend the night.
3.4	<p>How do I charge a tablet in places without electricity?</p> <ul style="list-style-type: none"> ❖ You have three options <ol style="list-style-type: none"> 1. Option 1: You can charge devices through a vehicle. 2. Option 2: You can use the solar panels and generator that your supervisor has on hand. 3. Option 3: Charging the tablet using external back up battery (you will have your own to share with one other enumerator). ❖ You must coordinate with supervisors for charging tablets at places without electricity. The supervisors will have external back up batteries, solar panels and generators with them.
3.5	<p>Who is responsible for lost and damaged tablets or other equipment?</p> <ul style="list-style-type: none"> ❖ New Era is responsible for the maintenance and cost of replacing lost or damaged tablets and all other equipment handed over by Human Trafficking Vulnerability (HTV) team. ❖ Enumerators should handle the equipment with extra care. In case problems arise they should report to supervisors immediately who will reach out to the HTV team.

4	PROTOCOL FOR WHEN ENCOUNTERING TROUBLE/ISSUES/PROBLEMS IN THE FIELD
4.1	<p>What if the tablet cannot determine GIS coordinates?</p> <ul style="list-style-type: none"> ❖ If you are told that your GIS coordinates are not logging, please check your settings (see section 2.1.7).
4.2	<p>What if a tablet is losing or has lost charge in the middle of a survey?</p> <ul style="list-style-type: none"> ❖ Enumerators will have to be very careful about charging the tablets. It is their responsibility to make sure that the tablet they are using is fully charged. A 100% charged tablet battery should last at least for 6-8 hours. ❖ Enumerators' tablets will be cross-checked by supervisor on this regard. ❖ In addition, 1 fully charged external battery, which you will be sharing with another enumerator, should allow you to charge 2 tablets (50% battery per tablet). ❖ Please note that if the survey gets affected because of the charging issue, it is the enumerators who will have to spend another day redoing the same work, which will be waste everybody's time.
4.4	<p>What if there is damage to the tablet/battery?</p> <ul style="list-style-type: none"> ❖ Make sure the tablet, when not in use, is always inside the tablet bag/cover. ❖ Always be very careful to protect the tablet from water/rain/excessive dust. ❖ Always place all the survey equipment in a zip lock and/or waterproof bags as soon as the survey is finished. ❖ If things go wrong contact your supervisor/s. ❖ Or contact HTV members at Phone: 9818008767 Email: vanstandproject@gmail.com
5	ANTICIPATED QUESTIONS FROM RESPONDENTS ON THE TABLET
5.1	<p>What does the tablet do?</p> <ul style="list-style-type: none"> ❖ The tablet takes surveys. We note down your answers on these tablets just like you would on a paper survey with pen.
5.2	<p>Why are we not using paper surveys?</p> <ul style="list-style-type: none"> ❖ We are using tablets because we are able to remove the need for data entry, and we want to be able to incorporate sound, video, visuals, and pictures into the survey with one system. We can also store hundreds of surveys using this tablet without any problems, and needing to carry around large paper packets that can get damaged or lost.
5.3	<p>Who does the tablet belong to? [i.e. is this your tablet?]</p> <ul style="list-style-type: none"> ❖ No. This tablet is a property of Stanford and Vanderbilt Universities of the U.S.A. It will be returned to the universities after we finish this project. ❖ Note: New Era is liable for lost/stolen tablets.
5.4	<p>Can you let someone see the tablet, even for just a second?</p> <ul style="list-style-type: none"> ❖ No. It has really important surveys/information for the universities. I am not allowed to let other people use it.
5.5	<p>Does this tablet have video games and camera? Can I use the tablet for anything other than data collection?</p> <ul style="list-style-type: none"> ❖ No. This tablet does not have any video games. It has a camera but we are not allowed to use it for any other purposes than the research. You will not be able to download any apps onto the device, and any applications other than the ones you are authorized to use will be locked.

6	QUALITY CONTROL
6.1	<p>What is the survey verification process with the supervisor?</p> <ul style="list-style-type: none"> ❖ Human Trafficking Vulnerability Project will create a paper version of the quality control survey, which will be a shorter survey with a few key questions. ❖ New Era quality controller will go to 10% of households and complete the quality control version of the survey. A quality control version of the survey will have been created, and the supervisor should input the quality controller version of the survey into the tablet as the supervisor will have a tablet and quality controllers will not. ❖ The HTV Team will cross check the enumerator version and the quality controller version to assess if there are discrepancies. If there are major discrepancies, the entire survey will need to be redone. ❖ New Era supervisors will work with HTV team to determine what qualifies as major discrepancies
6.2	<p>How do I view results for the surveys?</p> <ul style="list-style-type: none"> ❖ Use the following process: <ol style="list-style-type: none"> 1. Click on the survey. 2. View Results. 3. To download the entire dataset: <ol style="list-style-type: none"> a. Click “Download Data”; and b. Click on csv to download the excel file to see the results.